



## University of Tennessee, Knoxville Trace: Tennessee Research and Creative Exchange

---

Minutes, Senate Meetings

Faculty Senate

---

10-21-2013

# Faculty Senate - International SOS Slides from October 21, 2013 Meeting

Faculty Senate

Follow this and additional works at: [http://trace.tennessee.edu/utk\\_fsmins](http://trace.tennessee.edu/utk_fsmins)



Part of the [Education Commons](#)

---

### Recommended Citation

Faculty Senate, "Faculty Senate - International SOS Slides from October 21, 2013 Meeting" (2013). *Minutes, Senate Meetings*.  
[http://trace.tennessee.edu/utk\\_fsmins/5](http://trace.tennessee.edu/utk_fsmins/5)

This Presentation is brought to you for free and open access by the Faculty Senate at Trace: Tennessee Research and Creative Exchange. It has been accepted for inclusion in Minutes, Senate Meetings by an authorized administrator of Trace: Tennessee Research and Creative Exchange. For more information, please contact [trace@utk.edu](mailto:trace@utk.edu).

# International SOS

THE UNIVERSITY of TENNESSEE   
KNOXVILLE



Worldwide reach Human touch

## Who is International SOS?

**World's leading provider of medical assistance, international healthcare, security services and customer care.**

- Worldwide network of 27 assistance centers, 35 clinics and a fleet of air ambulances
- Over 8,000 employees, 33% are medical professionals, operating in more than 75 countries
- Established global network of over 75,000 credentialed medical, legal and security providers



*"From the beginning, our company was founded on the principle of putting the member first. Our teams work closely together so the customer is at the heart of every decision."*

*- Nick Peters, CEO, Americas Region, International SOS*



Worldwide reach Human touch

## Membership Provides



### Reassurance

- One call will immediately start resolution to your situation – whether an emergency or routine advice

### Quality Medical Care

- Confidential medical advice from experienced, Western-trained doctors
- Providers are credentialed by our medical staff to ensure quality treatment

### Peace of Mind

An experienced, culturally knowledgeable partner who operates in over 70 countries is there to help you

### Convenient Access

- 24/7 coverage, 365 days per year offering expert advice in 70 languages
- Comprehensive, up-to-date members-only website to keep you informed



Worldwide reach Human touch

## Trusted by Leading Institutions

THE UNIVERSITY of TENNESSEE   
KNOXVILLE



University of Colorado  
Boulder • Colorado Springs • Denver



Tulane University



UNIVERSITY OF DELAWARE

Wake Forest University



Worldwide reach Human touch

# International SOS Global Statistics

**9 Million Calls per year**

**1 Call every 3.5 seconds**  
**1,241,699 Cases**

Global Network of Providers: 76,144  
Medical Providers: 64,363  
Technical Providers, including Aviation & Security: 11,781



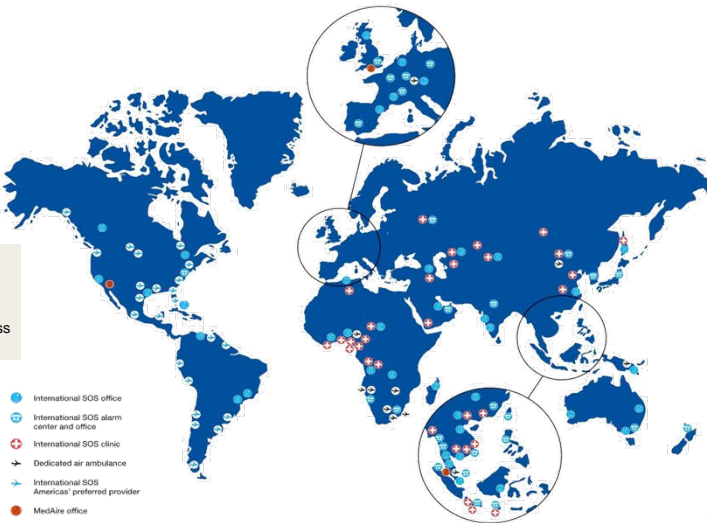
**Last Year 19,298 Evacuations & Repatriations**  
**Average 1.3 Evacuations Per Hour Every Day**



Worldwide reach Human touch

## Our Worldwide Reach

**International SOS has:**  
79 offices,  
27 assistance centers,  
35 international clinics and  
400+ remote medical facilities across  
5 continents.



Worldwide reach Human touch

## International SOS Online Programs



Worldwide reach Human touch

## Accessing Scholastic Traveler Portal

**www.internationalsos.com**

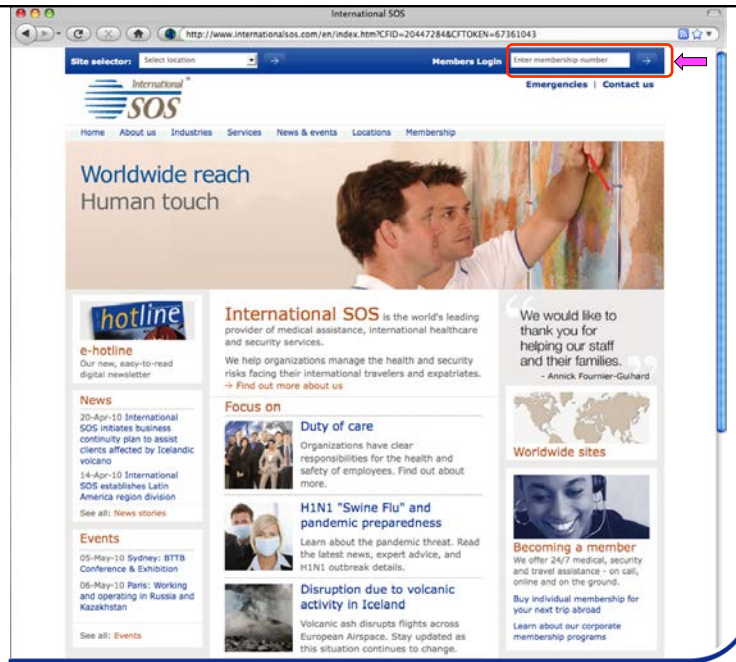
● **Select Members Login**

● **Enter member** **#11BCAS080063**



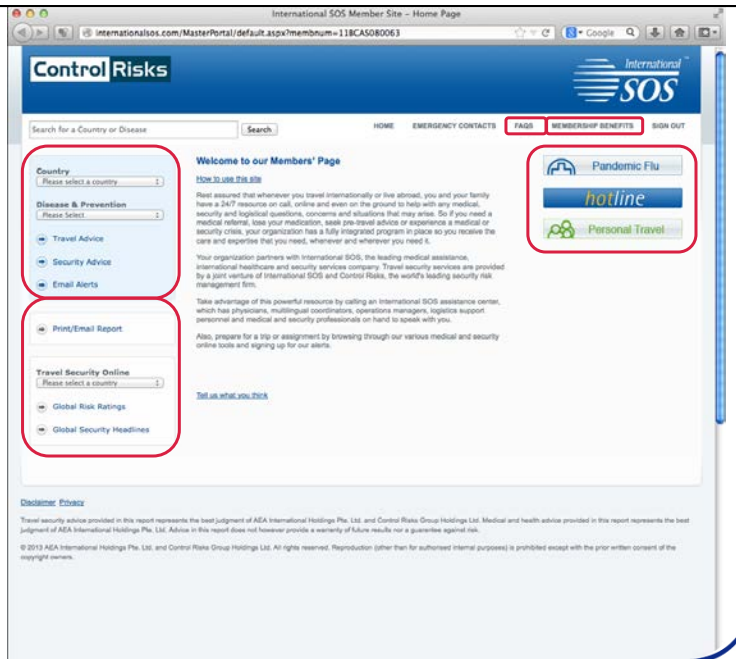
Worldwide reach Human touch

## International SOS – Home Page



Worldwide reach Human touch

## UTK – Members' Portal



Worldwide reach Human touch



## Assistance App availability



•Android  
2.1 and higher



•BlackBerry  
•OS 4.5 and higher



•iPhone  
•iOS 4 and higher



Worldwide reach Human touch

•Membership number

•One-click call for assistance from nearest alarm center

•Number of current alerts

•Link to country search

•Link to latest alerts for your current country

•Links to medical and travel security information for your selected country

International SOS

Worldwide reach Human touch

© 2011 AEA International Holdings Pte. Ltd. For permission to reprint contact International SOS.

# International Travel Registration through CIE Website

Managed by the Center for International Education

## IRIS and the International Travel Registration

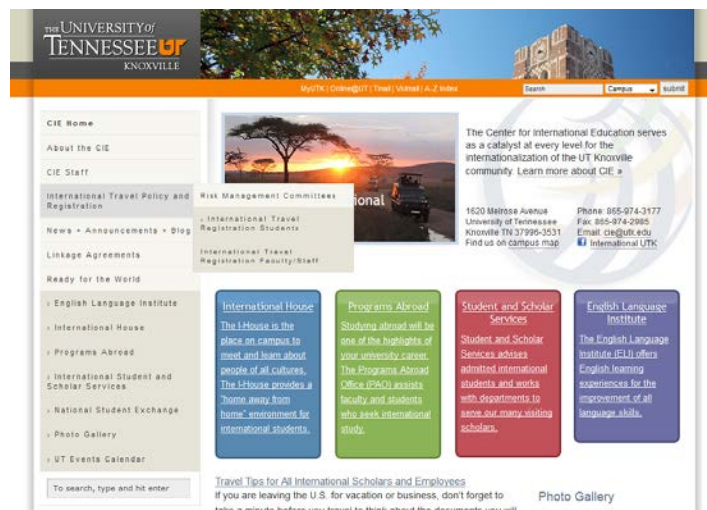
- The Center for International Education (CIE) will be the last step in the IRIS Travel Authorization (TA) process
- Completion of the International Travel Registration (on the CIE website) is mandatory for IRIS Travel Authorization approval.



## Who completes International Travel?

- All Knoxville campus faculty and staff
  - Traveling on University funds
  - Traveling on University Business without University funds

## The International Registration webpage international.utk.edu



## International Travel Registration Home Page

International Travel Registration Faculty/Staff

Program Terms:

Fall,  
Full Summer,  
Spring

Restrictions:

UTK applicants only

Apply Now

Print

Dates / Deadlines:

Term	Year	App Deadline	Decision Date	Start Date	End Date
Fall	2013	12/31/2013**	Rolling Admission	TBA	TBA
Fall	2014	04/01/2014**	Rolling Admission	TBA	TBA
Full Summer	2014	04/01/2014**	Rolling Admission	TBA	TBA
Spring	2014	05/31/2014**	Rolling Admission	TBA	TBA

\*\* Indicates rolling admission application process. Students will be immediately notified of acceptance into this program and be able to complete post-decision materials prior to the term's application deadline.

Program Description:

International travel registration is critical to the University's risk management program and will allow the University to communicate with faculty, staff, and students in the event of an emergency. Registration is also required for faculty, staff, and students to receive emergency assistance from International SOS.

All faculty and staff traveling abroad on University (Knoxville campus) funds or on University (Knoxville campus) business without University funds (example: a faculty member is invited to give a key-note address at a conference and his/her costs are fully paid by the conference) are required to register with the Center for International Education prior to their departure.

Please click the "apply now" button to begin the registration process. We will ask you to provide information about your travel plans and contact information in the destination country(ies). This will include hotel (accommodation) addresses, telephone numbers, email address and emergency contact information. Such information is necessary if emergencies arise either in the US or in the country(ies) of residence. As part of the international travel registration process, all faculty and staff are required to purchase the non-refundable International Teacher ID card (ITIC) which is good for one year from date of issue.

Please note: When you begin your application, you will be prompted by the system to enter a term during which your international travel will begin. The terms and corresponding dates are as follows:

## Int'l Travel Registration Home Page Cont'd

Please note: When you begin your application, you will be prompted by the system to enter a term during which your international travel will begin. The terms and corresponding dates are as follows:

Fall: August 22 - December 31  
Spring: January 1 - May 7  
Summer: May 8 - August 21

You will also be prompted to choose the city(ies), country(ies), and region(s) to which you will be traveling. If your location is not listed, please contact: Alisa Meador [ameador2@utk.edu](mailto:ameador2@utk.edu).

If the registration process is not completed before commencement of the international trip:

The traveler will not receive travel authorization and she may not be reimbursed for expenses.  
The traveler will not receive assistance from International SOS.

Please note: Travelers to US territories do NOT need to register. These territories include Puerto Rico, Guam, US Virgin Islands, American Samoa, and Northern Mariana Islands.

### Additional helpful links and information:

- The university policy can be found under [Fiscal Policy](#).
- Step by step instructions and screenshots can be found [here](#).
- Know what your University of Tennessee health insurance covers abroad? Quick links to [The University of Tennessee - State of Tennessee Health Insurance Plans](#).
- The International Teacher Identity Card (ITIC) is good for both faculty and staff. It is valid for one year from date of issue. Internal transfer are possible for faculty/staff beginning October 1, 2013. [Utkic.com](#) describes the [travel, medical evacuation and repatriation insurance](#) covered through the ITIC. Please note: the website will refer to ISIC (the student card), but benefits are the same.
- International SOS's website is [international.sos.com](http://international.sos.com). You will need to enter UT's membership number in the upper right hand corner of the International SOS's website to access information. The membership number is 11BCAS000063.
- International SOS website screenshots can be viewed [here](#).
- International SOS powerpoint overview can be downloaded [here](#).
- The overview powerpoint presentation (given August/September 2013) of the International Travel Registration can be downloaded [here](#).

## Faculty/Staff (individual homepage)

[Find a Program](#) | [Meet Our Staff](#) | [Deadlines](#) | [Login](#)

[Logout](#) | [Applicant Home](#) | [Admin Home](#) | User: Alisa Meador

[Your Home Page](#) | [Applications](#) | [Application](#) | Program Application Page (Pre-Decision)

**Program Application Page (Pre-Decision)**

This page shows current and required elements of your application in the pre-decision phase. Unless otherwise indicated, you should assume that all elements of the right-hand column/material submissions, signature documents, recommendations and questionnaires are required for your application to be considered complete.

Alisa Lorraine Meador	Material Submissions				
<b>Program:</b> International Travel Registration Faculty/Staff <b>Term/Year:</b> Spring, 2014 <b>Deadline:</b> 05/31/2014 <b>Dates:</b> 01/01/2014 - 05/14/2014	Click the following to view instructions and/or printable forms which require the physical submission of materials. <table border="1"> <thead> <tr> <th>Title</th> <th>Received</th> </tr> </thead> <tbody> <tr> <td>International Teacher Identity Card Application</td> <td><input type="checkbox"/></td> </tr> </tbody> </table>	Title	Received	International Teacher Identity Card Application	<input type="checkbox"/>
Title	Received				
International Teacher Identity Card Application	<input type="checkbox"/>				

Announcements	Signature Documents														
<b>Study Abroad Pre-Departure Orientation</b> Mandatory Pre-Departure Orientation for spring 2014 study abroad students. Students will receive an email pre-departure which orientation session to attend. (Event page: 11/14/2013) (View Details) <b>Study Abroad Pre-Departure Orientation</b> Mandatory Pre-Departure Orientation for spring 2014 study abroad students. Students will receive an email pre-departure which orientation session to attend. (Event page: 11/14/2013) (View Details) <b>FIND US ON FACEBOOK</b> Communicate with students who have returned from studying abroad and those who are interested in studying abroad. (View Details) <b>Selling Your Study Abroad Experience</b>	Click the following to view and digitally sign important documents to indicate your agreement and understanding. <table border="1"> <thead> <tr> <th>Title</th> <th>Received</th> </tr> </thead> <tbody> <tr> <td>Assumption of Risk, Waiver, and Release of Claims Faculty/Staff</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Insurance and Availability of Funds Faculty/Staff</td> <td><input type="checkbox"/></td> </tr> <tr> <td>International SOS Assistance Faculty/Staff</td> <td><input type="checkbox"/></td> </tr> <tr> <td>International Travel Release of Records and Information Faculty/Staff</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Non-University/Personal Travel and Travel with Family Members</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Risks of International Travel Faculty/Staff</td> <td><input type="checkbox"/></td> </tr> </tbody> </table>	Title	Received	Assumption of Risk, Waiver, and Release of Claims Faculty/Staff	<input type="checkbox"/>	Insurance and Availability of Funds Faculty/Staff	<input type="checkbox"/>	International SOS Assistance Faculty/Staff	<input type="checkbox"/>	International Travel Release of Records and Information Faculty/Staff	<input type="checkbox"/>	Non-University/Personal Travel and Travel with Family Members	<input type="checkbox"/>	Risks of International Travel Faculty/Staff	<input type="checkbox"/>
Title	Received														
Assumption of Risk, Waiver, and Release of Claims Faculty/Staff	<input type="checkbox"/>														
Insurance and Availability of Funds Faculty/Staff	<input type="checkbox"/>														
International SOS Assistance Faculty/Staff	<input type="checkbox"/>														
International Travel Release of Records and Information Faculty/Staff	<input type="checkbox"/>														
Non-University/Personal Travel and Travel with Family Members	<input type="checkbox"/>														
Risks of International Travel Faculty/Staff	<input type="checkbox"/>														

Application Questionnaire(s)						
Click the following to view and complete the following online questionnaire(s). You may begin a questionnaire and save it for later completion, but note that you must click Submit in order for the questionnaire to be logged as complete and ready for review. <table border="1"> <thead> <tr> <th>Title</th> <th>Received</th> </tr> </thead> <tbody> <tr> <td>International Travel Destinations and Dates Faculty/Staff</td> <td><input type="checkbox"/></td> </tr> <tr> <td>International Travel Emergency Contacts Faculty/Staff</td> <td><input type="checkbox"/></td> </tr> </tbody> </table>	Title	Received	International Travel Destinations and Dates Faculty/Staff	<input type="checkbox"/>	International Travel Emergency Contacts Faculty/Staff	<input type="checkbox"/>
Title	Received					
International Travel Destinations and Dates Faculty/Staff	<input type="checkbox"/>					
International Travel Emergency Contacts Faculty/Staff	<input type="checkbox"/>					

## Required for Registration

- International Teacher Identity Card Application (valid for one year from date of issue) \$25 cost (internal transfer is possible for faculty/staff)
- Six on-line Signature documents
- Two questionnaires (logistical information and emergency contacts)

## Faculty/Staff traveling to countries with State Department Warnings

- One extra questionnaire required with additional logistical information and in-country contact.

## Travel Warning Countries

- US State Department - [travel.state.gov](http://travel.state.gov)

